



Division of  
Student Success

## GradesFirst 2.0

GradesFirst 2.0 is a web-based tool by the Education Advisory Board (EAB) to coordinate, target, and report on advising, tutoring, and other student success services. These functions allow WCU to have a comprehensive student success solution that brings student support systems and analytics to aid in retention and graduation rates. You can access GradesFirst 2.0 through your myWCU homepage. In the “Quick Links” box there is an “Advising/Tutoring” website link. This link will automatically log you into GradesFirst 2.0. The system will be updated every night. Please call the Advising Center at 828-227-7753 if you have any questions.

### Your homepage

#### 1) Term

- a. You can change the term so you can see the classes for which the student is registered, during that term.

#### 2) Quick Search

- a. Using the magnifying glass on the top right corner, you can search by the student’s ID number, name or Catamount email. GradesFirst uses the first name as it appears in Banner (SPAIDEN). If a student goes by their middle name, you will have to search by their first name.

#### 3) Help Center

- a. You are able to view training videos and articles with detailed information about how to navigate GradesFirst 2.0.

#### 4) User Role

- a. By clicking on the down arrow you are able to change your role between advisor and professor.

#### 5) Upcoming Appointments tab shows you who has made appointments

- a. This tab will display date, time, name of student, and a comment if the student wrote one.

#### 6) My Availability tab is where you create open appointments that students can schedule with you.

- a. These appointments can be set for a date range, certain days, and certain times.

#### 7) Advisee list

- a. If a student does not show up on this list, it is because they might not be assigned correctly within Banner or they are not active students for the current term.

#### 8) Issue Alert

- a. This button is our Issue Alert system. You can report a student from your homepage and also from the student’s homepage.
  - i. The academic reasons will be sent to the Professional Advisor. The non-academic reasons will be sent to Student Crisis Response Team within Student Affairs.

# Advisor's Homepage

The screenshot shows the Advisor's Homepage interface. At the top left is the 'Campus Student Success Collaborative' logo. The main header area contains the 'Advisor Home' title (4) and a navigation menu with 'Students', 'Upcoming Appointments', 'My Availability', and 'Advising Center'. Below this is a section for 'My Assigned Students For Summer 2016' (5) with a dropdown arrow (6). A table with columns for 'STUDENT NAME', 'ID', 'WATCH LIST', 'CUM. GPA', and 'PREDICTED RISK LEVEL' is shown, with a message 'No matching records found' (7) in the center. On the right side, there are three panels: 'Actions' with a link 'Issue an Alert' (8), 'Quick Links' with links for 'Appointment Campaigns', 'School Information', and 'Download Center for Reports', and 'Upcoming Appointments' with the message 'You have no upcoming appointments.'.

1 Summer 2016

2

3

4 Advisor Home

5 My Assigned Students For Summer 2016

6

7 No matching records found

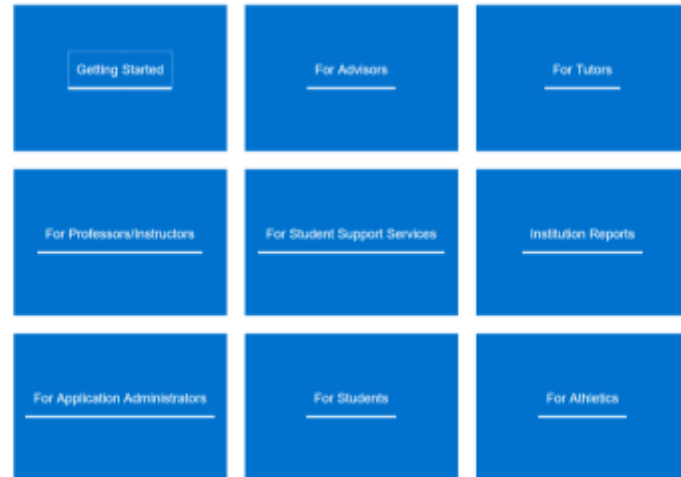
8 Issue an Alert

\*The numbers on the image above correspond to the numbers on the previous page.

# Help Center

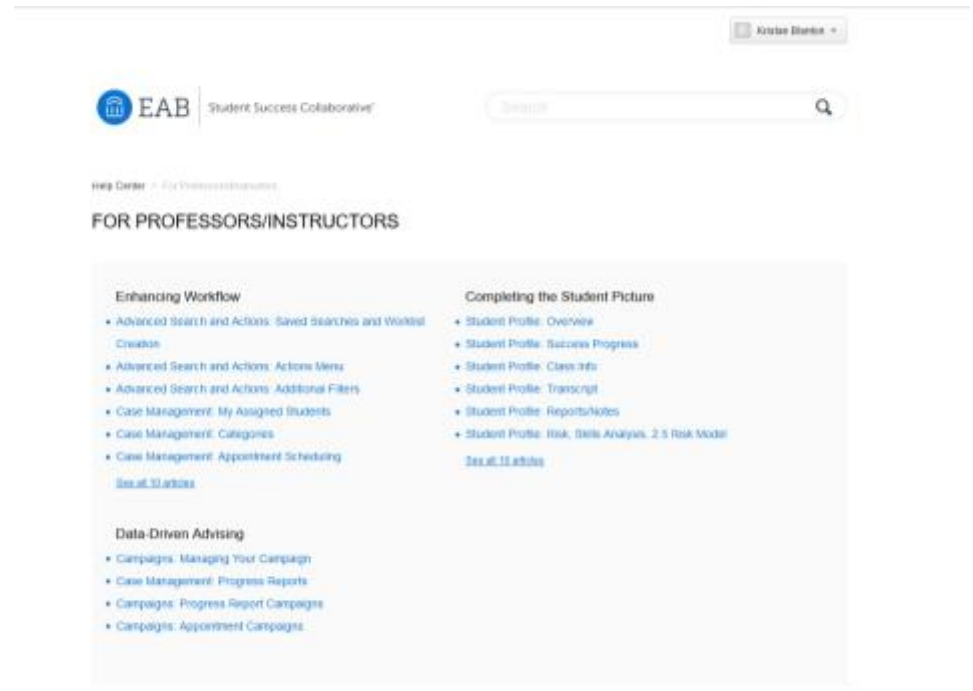
You can view training videos and articles with detailed information about how to navigate GradesFirst 2.0. Click on the “?” on the top right hand side for the Help Center.

## HELP CENTER



### Promoted articles

[Our Training Philosophy: Getting Started in the Help Center](#)



## Student's Profile Page

### 1) Homepage

#### a. Overview tab

- i. At a glance you will be able to see the likelihood that a student will be successful in their current major. (Poor grades, missed success markers, and Cumulative GPA). Success Markers have been put in place by WCU's Department Heads and Program Directors.

#### b. Success Progress tab

- i. Shows the trend of the student's progress at WCU in graph form

#### c. Reports/Notes tab

- i. This will show you any past notes on the student

#### d. Class Info tab

- i. This is the student's schedule based on the current term
- ii. MID = 5<sup>th</sup> week grades and final grades are pulled from Banner
- iii. You can view their academic transcript from WCU and transfer coursework

#### e. Major Explorer tab

- i. Information about their predicted risk level in multiple majors

#### f. More tab

- i. Your appointment calendar through GradesFirst
- ii. Study Hall- this is required for certain student athletes
- iii. Conversation- This shows any communication with the student through GradesFirst 2.0

### 2) Actions Box

#### a. Message Student

- i. This sends an email to the student's Catamount email. It will show a GradesFirst address as the sender, not your WCU email address.

#### b. Add a Note on this Student

- i. Record notes about student meetings and attach documents

#### c. Add a Reminder to this Student

- i. You can set a reminder on a student and can view it under the student's Report/Notes tab

#### d. Schedule an Appointment

- i. You can schedule an appointment with a student without creating availability for the student to see

## Example of a Student's Homepage

**Campus**  
Student Success Collaborative™

Summer 2016

Overview Success Progress Reports / Notes Class Info Major Explorer More

**1**

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	0	0	3.905

Total Credits Earned	Credit Completion % at this Institution	Predicted Risk Level
122.00	100%	Low

**Film and Television Production**  
Coll of Fine & Performing Arts

STUDENT ID  
920

CLASSIFICATION  
Senior

MOST RECENT ENROLLMENT  
Summer 2016

ADDITIONAL ROLES  
Tutor

**2**

Staff Alerts 0

I want to...

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report On Advising
- Schedule an Appointment
- Issue an Alert

Student Info

Age: 23  
DOB: 11/05/1992  
Address:  
APT 155-1B  
The Summit At Cullowhee  
Cullowhee, NC 28723

Email:  
!@catamount.wcu.edu

Home: 919-  
Cell: 0  
Work: 0

Advisors Tutors

\*The numbers on the image above correspond to the numbers on the previous page.

## Saving a Note on a Student's Record

- 1) Type the student's name, ID number, or Catamount email into the Quick Search box in the top right corner.
- 2) Once you are on the student's homepage, click the "Add a Note on the Student" link on the right hand side.
- 3) Type into the "Note" box
- 4) Visibility?
  - a. If you check only the box with your name, then you are the only one who will be able to view the note.
  - b. If you check the box with the student's name, then the student will be able to view the note.
  - c. If you don't check either box, then any faculty/staff with access to notes on GradesFirst 2.0 will be able to view it, but the student will not have access to the information.
- 5) Attach File
  - a. You can attach PDFs, Word documents, or emails into GradesFirst 2.0. Save emails in txt format.

**\*The numbers on the image below correspond to the numbers above.**

The screenshot shows a web form titled "ADD A NOTE TO JONATHAN". The form is divided into several sections:

- Note (Required):** A large text area for entering the note content, marked with a purple box containing the number 3.
- Note Subject:** A field containing "Jonathan Alexander Student, Tutor".
- Relations:** Two input fields for "Note Reason" and "Note URL".
- Visibility:** A section with three checkboxes: "Jack", "Jonathan" (marked with a purple box containing the number 5), and "Printed Student Report".
- Attach File:** A section at the bottom with a "Browse..." button (marked with a purple box containing the number 4) and the text "No file selected.".
- Buttons:** "Save Note" and "Cancel" buttons at the bottom right.

## Calendar Integration

- 1) Click on the Calendar icon on the left hand side
- 2) You will be able to see your calendar with the appointments at a glance. If you want to sync to your Outlook calendar, click on the **Subscriptions** tab and click "Setup Calendar Integration".
- 3) You also have the option of syncing your Outlook calendar to your GradesFirst 2.0 calendar by clicking on "Setup Exchange Calendar Integration". Outlook information is shown as Busy blocks.

\*The numbers on the image below correspond to the numbers above.

The screenshot shows the 'My Calendar' page in the Campus Student Success Collaborative system. The interface includes a navigation sidebar on the left with a calendar icon highlighted by a purple box labeled '1'. The main content area features a 'Subscriptions' tab highlighted by a purple box labeled '3'. Below the tabs is a legend for event types: ADVISING (red), ASSIGNMENT (orange), TUTORING (green), GENERAL (blue), COURSE (teal), FREE BUSY (dark purple), and CANCELLED (grey). The calendar view for July 2016 shows several busy blocks. A purple box labeled '2' highlights a busy block on Sunday, July 3rd. The calendar also includes navigation controls for 'today', 'day', 'week', and 'month' views, and buttons for 'Add Calendar Event' and 'Print Calendar'.

SUN	MON	TUE	WED	THU	FRI	SAT
26	27 8a Busy 8:45a Busy	28 8:20a Busy	29 1:20p General 4p Busy	30	1 2p Busy	2
3 2	4 7:45a Busy 8a Busy	5 8a Busy 8:05a General 8:30a Busy 10a Busy 10a Busy 12:30p Busy	6 8a Busy 8:30a Busy 10:30a Busy 11a General	7 8a Busy 12p Cancelled: Change Major/Minor 12:30p Busy 12:30p Cancelled: Course Withdrawal 2p Busy	8 10a Busy 12p Busy	9

## Searching within GradesFirst 2.0

- 1) You can search all students in GradesFirst 2.0 by clicking on “Show Advance Filters”. See the different filters below.

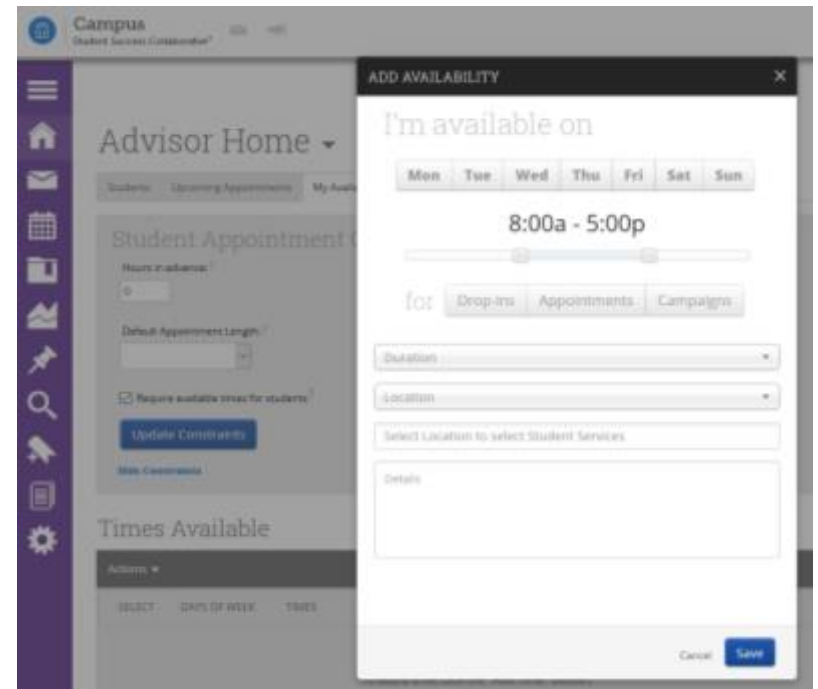
### New Search

Saved Searches ▾				1	<input checked="" type="checkbox"/> Show Advanced Filters
Keywords (First Name, Last Name, E-mail, Student ID) <input type="text"/>	Type? Students ▾	Enrollment Status? Enrolled ▾	Enrollment Term Summer 2016 ▾		
Student Information First Name, Last Name, Student ID, Tag, Watch List ▾					
Area of Study College/School, Degree, Concentration, Major ▾					
Performance Data GPA, Hours, Credits ▾					
Summer 2016 Data Classification, Term GPA ▾					
Course Data Course, Section, Status ▾					
Assigned To Advisor, Tutor, Coach ▾					
<input type="button" value="Search"/> <input type="checkbox"/> My Students Only <input type="checkbox"/> Include Inactive					



## How to Create Availability

- 1) Click on the **My Availability** tab
- 2) Click on the **Actions** drop down menu
- 3) Select the **Add Time** option
- 4) Choose the day of the week you would like to have open appointments.
  - a. You can choose to do multiple days at the same time if you want to have a recurring appointment time. (MWF 3-4pm)
- 5) Use the Scroll boxes to select the range of time for the appointments.
- 6) Click on the “Appointments” button
- 7) Choose from the drop down menu to select how long you would like to have these appointments open.
  - a. Forever, term only, or range of dates
  - b. If you choose range of dates, then you will be asked the start date and the end date
  - c. To create availability for one day only, select the same start and end date.
- 8) Click on “Location” and choose Faculty Advisor’s office
- 9) Select the Student Services that are listed. (Faculty Advising Appointment or Virtual Advising Appointment)
- 10) Lastly, click the blue “Save” button
- 11) You can then view your availability under the **My Availability** tab
  - a. If the availability is not open for today’s date, it will show in pink and have an inactive/Edit hyperlink. Please note that students will still be able to see these appointments.



### Times Available

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	SUBJECT	
<input type="radio"/>	Wed	4:00p-5:00p	July 20, 2016 to July 20, 2016	Advising Center- 2nd Floor One Stop	Registration For Appointments	<a href="#">Edit</a>
<input type="radio"/>	Thu	3:00p-5:00p	July 21, 2016 to July 21, 2016	Advising Center- 2nd Floor One Stop	Transfer Issues, Academic Standing, Change Major/Minor, General Registration, University Withdrawal For Appointments	<a href="#">Inactive/Edit</a>

## Directions for Students to Make an Appointment

Use these directions below to let students know how to make an appointment with you through GradesFirst 2.0

1. Log into myWCU and click on the Advising/Tutoring link in the Quick Links box.
2. Click the blue "Get Advising" button on the right hand side of the screen.
3. Select the type of advising you are seeking (Faculty Advising)
4. Select the reason for the appointment from the drop down menu (Faculty Advising Appointment)
5. Click the blue "Next" button.
6. Select the office Faculty Advisor's Office and the select your faculty advisor.
7. Click the blue "Next" button.
8. You will now see the Advisor's availability split between a Morning and Afternoon option. Use the arrow buttons to change the weeks
9. Click on the blue button for Morning or Afternoon and then select a time.
10. Click the blue "Next" button.
11. You will now see your appointment details. You can add additional comments or click to get a reminder by email or text. (Text reminders require you to enter your mobile number.)
12. Click the "Confirm Appointment" button.

## How to Find Tutoring Reports

Faculty have access to reports of their students' tutoring visits to the Writing and Learning Commons (WaLC). For reports of students' visits to the Math Tutoring Center (MTC), please contact the MTC Director (828-227-3830).

To generate a report for your entire class:

1. On the left-hand menu, click on Reporting
2. Under **Tutor Reports**, click on Tutor Appointment Details
3. Change the date range
4. Under **Course Data**, choose your course and section (you can only search one section at a time)
5. Click **Search**
6. Under Actions, click on Export to Excel
7. Click on the link to the Download Center to access your report (you can also access the Download Center from your Home page under Quick Links)
8. Please note that these reports include:
  - a. Cancelled appointments (listed in the **Reported duration** column)
  - b. No Shows (marked in the **Is no show** column)
  - c. Reported session durations (see note below under "Limitations of tutor reports in GradesFirst")
  - d. Tutors' notes under the Summary column
9. For assistance with tutor reports, please call the WaLC at 828-227-2274.

### Tutor Appointment Details Report

This screenshot shows the top portion of the Tutor Appointment Details Report search interface. It includes a search bar with a 'Search' button and a 'Modify Search' link. Below the search bar, there are several filters: 'Standard User Type: student', 'Registered In: ENGL-202 Writing and Critical Inquiry (02)', and an 'Actions' dropdown menu. At the bottom, there are checkboxes for 'TUTOR NAME', 'TUTOR EXTERNAL', 'STUDENT NAME', 'STUDENT EXTERNAL', and 'APPOINTMENT'.

### Tutor Appointment Details Report

This screenshot shows the Tutor Appointment Details Report search interface with several filters applied. The 'Keywords' field is empty, and the 'Enrollment Status' is set to 'No Preference'. The 'Begin Date' is 07/05/2016 and the 'End Date' is 08/03/2016. The 'Tutoring Team' is set to 'All' and the 'Tutor for Appointment' is also set to 'All'. The 'Student Information' section includes 'First Name, Last Name, Student ID, Tag, Watch List'. The 'Area of Study' is 'College/School, Degree, Concentration, Major'. The 'Performance Data' is 'GPA, Hours, Credits'. The 'Summer 2016 Data' is 'Classification, Term GPA'. The 'Course Data' section includes 'Course, Section, Status'. The 'Course' is 'ENGL-202 Writing and Critical Inquiry' and the 'Section' is '60'. The 'Status' is 'Registered'. The 'Assigned To' section includes 'Advisor, Tutor, Coach'. At the bottom, there is a 'Search' button and checkboxes for 'My Students Only', 'Include Inactive', and 'Ignore Term'.

## How to Look Up Tutoring Visits - Individual Students

1. In the search bar, type in the student's name or 920#, then click on their name
2. You can also click on an individual student's name in your class roster or advisee list
3. Click on **Reports/Notes** in the tab menu
4. Scroll down to **Tutor Reports**
5. Click on "Details" to the right of each visit to read tutors' summary notes

### Tutor Reports

DATE	REPORT FILED ON	COURSE	FOLLOW-UP	SUMMARY	
07/26/2016 11:30 AM	07/27/2016			Dylan came in with his fina...	<a href="#">Details</a>

## Limitations of Tutor Reports

1. Writing appointments do not automatically have courses assigned, so your student's writing appointments will only show up on tutor reports if the tutor assigns a specific class while writing their summary report. If you suspect that a student has gone to a writing tutor, but they are not listed in the class report, search for the student individually to see all of his/her tutoring visits (see above).
2. All tutoring appointments are 30-minutes, so some students will have multiple appointments in one day. Make sure to look at the dates/times of each appointment to determine which sessions were actually one concurrent appointment.
3. Duration of appointments under the **Scheduled duration** column will always default to the appointment time (e.g. 11:00-11:30). Actual appointment durations reported by tutors (i.e. if the student left early or stayed late) will be listed under the **Reported duration** column but will not appear until the tutor has completed the report at the end of each week.

APPOINTMENT CREATED AT	BEGIN DATE TIME	END DATE TIME	SCHEDULED DURATION	LOCATION	ARRIVED AT	DEPARTED AT	REPORTED DURATION
07/22/2016 01:56 PM	07/25/2016 02:00 PM	07/25/2016 02:30 PM	30min	Writing and Learning Commons, Belk 207	07/25/2016 02:05 PM	07/25/2016 02:30 PM	25min